

Dear

NHS Number

PRACTICE ONE AND PRACTICE THREE MERGER

We are delighted to announce that Practice One and Practice Three (Drs Reddy & Nunn) will officially merge on Tuesday 10 January 2023. This means that all patients currently registered with Practice One will automatically become registered with Drs Reddy & Nunn on this date.

As both practices have already been working closely together under the single clinical leadership of Drs Reddy & Nunn, most patients will experience minimal change. You will continue to receive high quality care from the same clinical team operating from the Medical Centre at Station Avenue in Bridlington.

This is the first stage of exciting new developments happening to general practice in Bridlington. By the end of March 2023, patients from Field House Surgery and Wolds View Surgery will also be joining us at Drs Reddy & Nunn. We would like to reassure all our patients, current and future, that plans are progressing well, and everyone will benefit from the strength and stability of being part of a larger, single practice group.

As these changes move forward, we will continue to update our patients and clinical team on progress and next steps. Information is already available in the practice waiting areas and on our websites. You can also find out more about the wider plans for Bridlington general practice including Frequently Asked Questions at: [Improving primary care services in Bridlington — East Riding of Yorkshire Clinical Commissioning Group](https://www.eastridingofyorkshireccg.nhs.uk/improving-primary-care-services-in-bridlington) ([eastridingofyorkshireccg.nhs.uk](https://www.eastridingofyorkshireccg.nhs.uk))

In the meantime, if you have any questions or would like to provide us with feedback to help with the smooth transfer, please do not hesitate to contact your Patient Participation Group, email us at practice3.bridlington@nhs.net or submit your question in writing addressed to: Drs Reddy & Nunn, The Medical Centre, Bridlington, YO16 4LZ.

Thank you.

Dr Priya Reddy
General Practitioner, Drs Reddy & Nunn

DRS REDDY & NUNN

Dr Sree Reddy, Dr Nicole Nunn, Dr Priya Reddy & Dr Unike Lambart

The Medical Centre, Station Avenue, Bridlington, YO16 4LZ

Telephone 01262 670686

Email: practice3.bridlington@nhs.net

For Practice One patients, when is the change due to take place?	At 08:00 on 10 January 2023. To assist with the smooth transfer the practice will be operating a reduced service for patients on this day and the following morning. Please only contact us on Tuesday and Wednesday if it is an emergency as we will have reduced capacity.
Will I need to re-register?	No. All patients will be automatically transferred, and your health records will stay within one single secure database.
Is there enough space at the Medical Centre for all Practice One patients to be registered with Drs Reddy & Nunn?	Yes. There is enough space to accommodate all patients from Practice One who are transferring to Drs Reddy & Nunn. Works to increase clinical space and create a single reception area will start in the New Year.
Do I have to move to Drs Reddy & Nunn?	Following the changes there will be two GP practices in Bridlington which patients can choose to register with. However, we would ask patients to bear with us and not seek to change GP practice until all the changes are embedded.
Will I still be able to make an appointment with my usual doctor or nurse?	Yes because the Practice One staff will all continue to provide services. There will also be new opportunities for people to see a wider range of trained clinicians such as pharmacists, musculo-skeletal practitioners, care navigators, etc.
Will I still be able to make appointments in the same way?	Yes. We will continue to provide daily appointments with a wide range of trained clinicians. In addition to these appointments, we also offer e-consult which is an online method of communication with a GP via the practice website.
Will the surgery opening times stay the same?	Yes. Better still, there will also be more flexible appointments in extended hours clinics (early mornings, late evenings, or Saturdays).
How will you make sure there is no reduction in the quality of patient services that are provided?	Improving the range and quality of our patient services is our absolute number one priority and will continue to be monitored in the same way as they are now. We will continue to benchmark all our services against national and local targets to ensure that we are flexible in our response to meet our patient's needs.
Will the merger affect my treatment or medication I receive?	No. Current treatments, medications or investigations will not be affected but will be periodically reviewed over a period of time as is best practice.
Will the contact details be changing?	Yes. Once the Practice One transfer has completed, patients will use Drs Reddy & Nunn contact details as follows. Phone number: 01262 670686. Website address: a new combined website is in development Email: practice3.bridlington@nhs.net Initially the current Practice One phone line will be diverted to Drs Reddy and Nunn, so this can still be used during January 2023
Will I be able to get through on the telephone?	We are looking at a whole range of options to ensure that telephone access is improved and not adversely impacted by this and future changes.
What about car parking?	Due consideration is being given to car parking for staff and patients during this process and we are in dialogue with the local authority regarding options.